

Access the Directorate of Information Management (DOIM) web page at:
<http://www.hood.army.mil/doim/>

Click the “IASO/SA Remedy” link from the DOIM home page.



Enter your Active Directory NASW account and password.

- Only authorized IASO/SA are permitted access to this request process.
- Register your IASO/SA status with the DOIM Information Assurance team.

The screenshot shows a web browser window titled "Directorate Of Information Management - Login - Microsoft Internet Explorer". The address bar displays the URL "http://hoodemdoimopw00.hood.army.mil:8081/arsys/shared/login.jsp". The page features a green header with the "Remedy" logo on the left and "Directorate Of Information Management" on the right. The main content area has a large "Welcome" heading. Below this, there are three input fields: "User Name*" with the placeholder text "AD Account Name", "Password" with masked characters, and "Authentication". At the bottom of the form are two buttons: "Login" and "Clear".

Directorate Of Information Management - Login - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://hoodemdoimopw00.hood.army.mil:8081/arsys/shared/login.jsp> Go

Remedy Directorate Of Information Management

Welcome

User Name*

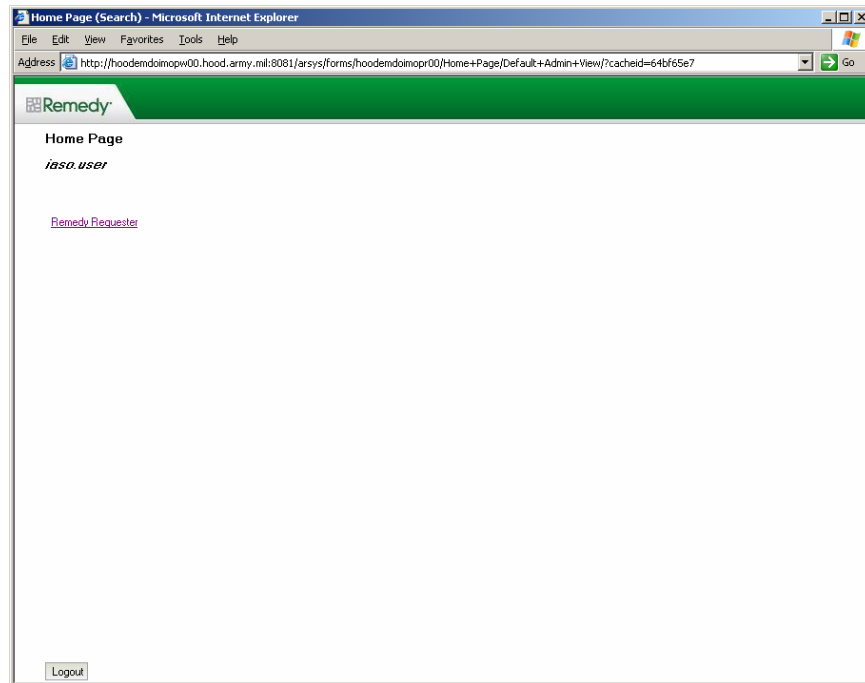
Password

Authentication

Login Clear

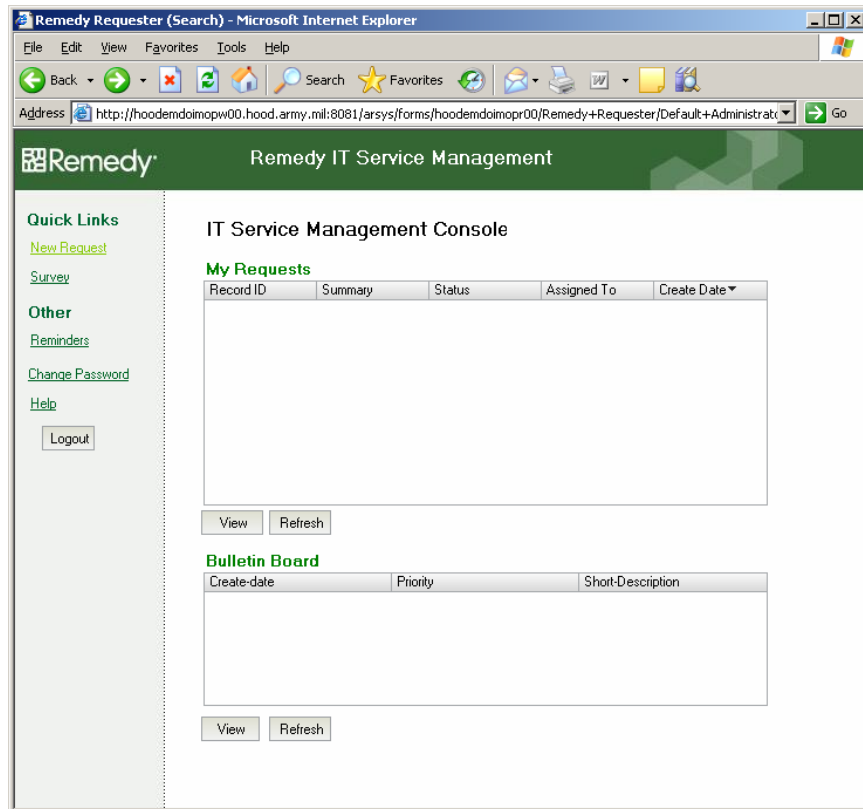
Your Remedy “Home Page” will be displayed.

- You will be referred to as the Requester when completing Remedy forms or requesting status of your requests.
- Click on the “Remedy Requester” link.



Remedy's "IT Service Management Console" will be displayed.

- Any requests that you have submitted will be listed in the "My Requests" list.
- To submit a new request for a NASW Domain Account or an Exchange Mailbox, click the "New Request" quick link.



A “New Request” dialog box will appear. Select either the
“Account Management -> DOMAIN – Create User Account” or the
“Account Management -> EMAIL – Create User Account” from the list box. ▾

The image displays two screenshots of the 'Request (New)' dialog box in Microsoft Internet Explorer, showing the 'New Request' form and the 'Possible Solutions' list.

Top Screenshot: The 'New Request' form is shown with the 'Urgency' dropdown set to 'Low'. The 'Summary' field is empty. The 'Details' field is empty. The 'Possible Solutions' list is open, showing a list of solutions. The 'Account Management' category is selected, and the 'DOMAIN - Create User Account' solution is highlighted.

Bottom Screenshot: The 'New Request' form is shown with the 'Urgency' dropdown set to 'Low'. The 'Summary' field is empty. The 'Details' field is empty. The 'Possible Solutions' list is open, showing a list of solutions. The 'Account Management' category is selected, and the 'EMAIL - Create User Account' solution is highlighted.

The Account Request data entry form will be displayed.

NASW Account (hoodemdoimopr00) - Microsoft Internet Explorer

Remedy

Please Select the type of account being requested:

Domain Account ☐ **Email Account** ☐

OU
Select OU for Account creation

AKO & User Test

AKO Account
Example: john.d.doe Enter the users AKO email account.

Date Passed User Test

In accordance with AR 25-2
I confirm that a favorable background investigation has been completed for this user

Confirmation
☐ Yes
☐ No





User Information

Title/Rank SSAN
First Name Enter the last 4 digits of the users SSAN.
Last Name MI Suffix
Phone DSN
Display
Description Enter a description

Duty Information

Duty Position MACOM
Building Division
UIC Brigade
MSC Battalion

Complete the Account Request data entry form.

- Check the appropriate box for requesting a “Domain Account” or an “Email Account”. If you check “Email Account”, a Domain Account is required and will be checked automatically.
- Select the OU from the list box. 
- In the “AKO Account” field, enter the AKO login of the users requiring an NASW account.
- Enter the Date that the user passed the Fort Hood Computer User’s Test. Use the calendar icon. 
- Confirm that a favorable background investigation has been completed for this user.
- Enter the User Information. The “Title/Rank” should be selected from the list box. 
- Enter the Duty Information. The MACOM, Division, Brigade and Battalion should be selected from the list boxes. 
- Click the “Save” button to submit the account creation request.

The DOIM Helpdesk will review your account request. If approved, the IASO/SA requesting the account will receive an automated email from Remedy. If the request is not approved, the Helpdesk will contact the IASO/SA to resolve any issues with the request.

The IASO/SA will receive another automated email from Remedy when the account has been created.

```
From: remedy@hoodemdoimopr00.hood.army.mil
Sent: Friday, December 09, 2005 11:54 AM
To: iaso_name@hood.army.mil
Subject: Account for john.p.doe successfully created.
Account for john.p.doe successfully created, Please contact the
DOIM HelpDesk at 287-7312 or 287-DOIM for information on
obtaining the account password.
```

Remedy's "IT Service Management Console" will be displayed.

Any requests that you have submitted will be listed in the "My Requests" list. You can sort this list by clicking on the column headings.

You can open any previously submitted requests by double-clicking on the Record ID or clicking the "View" button.

If you have submitted several requests during your current session, you may have to click the "Refresh" button to update the request list.

The screenshot shows a web browser window titled "Remedy Requester (New) - Microsoft Internet Explorer". The address bar shows a URL from a .mil domain. The page header features the Remedy logo and "Remedy IT Service Management". A left sidebar contains "Quick Links" (New Request, Survey), "Other" (Reminders, Change Password, Help), and a "Logout" button. The main content area is titled "IT Service Management Console" and contains two sections: "My Requests" and "Bulletin Board".

My Requests

Record ID	Summary	Status	Assigned To	Create Date
HD00000000362...	User requesting n...	Resolved	mark.redman	1/9/2006 2:32:1...

Below the table are "View" and "Refresh" buttons.

Bulletin Board

Create-date	Priority	Short-Description
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Below the table are "View" and "Refresh" buttons.

Click the "Logout" button to end the session.